

From: sbskinner
To: Microsoft ATR
Date: 12/15/01 9:41am
Subject: Microsoft AntiTrust Settlement

Dear Ms. Hesse:

Below describes just one of the problems I have with the administration's settlement of the Microsoft antitrust case. Although the below experience I had this morning is trivial, I thought you might like to view it from a very basic consumer standpoint. I am sending this also to the AGs of Massachusetts, California, West Virginia, Minnesota and to the District of Columbia (I haven't at this time located the remaining AGs rejecting the settlement), as well to you at the Department.

Suzanne B. Skinner

To: Microsoft Customer Service
Dated December 15, 2001

"For the last week or more, every time I after I signed into hotmail, whether via Netscape Communicator 4.78 or from IE 6, the home page either didn't load at all, OR I had to keep refreshing the page to make it load. Then, next, while trying to access my inbox/junk mail boxes, the same thing occurred. Finally, this very morning and as I speak, when I logged on via IE, half the home page appeared on the screen AND the other half of the screen had that disgusting white page that said to "Detect network settings," etc, because my browser could not support nahda nahda nahda... Also my IE often a/or continually rebuffs my ability to access even the most innocent of sites: e.g. last night to get to Google I had to perform the most herculean efforts and even then, most of the links (e.g. such real horrors as perhaps symantec, ancestry.com, also came up with the white "network ... page and I was unable to get through. Fully exasperated, I then disabled cookies entirely (usually I keep them to return to sender), and the same tragic story was repeated. Netscape, while giving me the very same Hotmail issues, does allow me, even with cookies returned to sender, access to these above-mentioned wild sites without problem.

WHAT IS HAPPENING?

Suzanne B. Skinner

P.S. Speaking of bugs, at least three or four times over the each of the last five or six weeks, that "do you wish to debug now" error pops up. I would be glad to debug, if only the process didn't seem to occupy a vast amount of time, thereby leaving me too exhausted to finish up the rest of what I have to do online.

sbs

P.P. S. NOW: I am unable to send this email to you because, even though THERE IS NOT TOPIC TO BE SELECTED IN THE TOPIC AREA DROP-DOWN MENU, I CANNOT SEND THIS TO YOU BECAUSE I HAVE NOT SELECTED A TOPIC! THIS IS REALLY BAD, GUYS. I have to cut and paste this complaint into a word document to save it so I can send it via some other route. What a disaster.

P.P.S.S. NEXT NEXT: I have tried to follow your rotten process to get to tech support, and low nothing I can do can get me there. I am only trying to report a problem with Hotmail; I have been sent all you're your 900 sites and get stuck back where I started. This is a really asinine ?computer lack of support? program. I could get Bill Gates or the Pentagon more easily than getting through to you?no wonder every one I know is hoping that Linux is us and running lots of stuff in the near future. Just now, immediately before I was retuned to the ?get help from a Microsoft support (the operative word) professional, I was given a full screen announcement that LO there was a run time error. Are you guys talking with each other? Where the heck is the ability to reach customer service? I am planning to send a copy of this notice to the justice departments anti-monopoly unit, as well as to the attorneys general of every state and ? if I have to ? every European Community nation that refuses to settle the anti-trust suit against you.

Now I have to find another way to reach Customer Disservice, without going through this painful and futile process."